



HR Advisory Meeting

October 5, 2009



Agenda

- 🌀 Final Preparation
- 🌀 Training Overview
- 🌀 MySCEmployee Overview
- 🌀 Shared Services



Final Preparation

Jennifer Lauer, HR/Payroll Lead



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- ① The purpose of this phase is to prepare the project for going live. Final Preparation will include final system testing, user training, “cut-over” activities and formation of an internal help desk to support the State after going live.

What is Cutover?

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- Cutover is the period of time before the go-live date during which data is finalized, validated, and loaded into the SCEIS system. The Wave 1 go-live date is December 2, 2009.
 - Wave 1 cutover will run from November 17 – December 1.
 - The Project Team will work collaboratively with the agencies to complete all Cutover activities.

During cutover, the Project team will perform many activities in preparation for go live. Some of those activities include:

1. Validation of agency data from legacy systems
2. Loading agency data into the SCEIS system
3. Assisting agencies with questions and follow up with outstanding data issues
4. Working with agencies to validate role mapping

Project Team Cutover Activities cont.

5. Providing training support as needed
6. Conducting go-live preparation events to include workshops and road shows that prepare State employees for the transition to SCEIS and the impact of the new way certain business functions will be performed in the system

During cutover agencies will be called upon to perform certain activities in preparation for go live. Some of those activities include:

1. Complete requested data collection and validation activities
2. Finalize and validate any role mapping changes
3. Complete training curriculum for assigned role(s)
4. Familiarize employees with self-service functionality in MySCEmployee

Agency Activities cont.

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5. Prepare for post-go-live “Ready Room” activities
 6. Subject Matter Experts support freeze period for legacy applications
 7. Communicate to users how they will access SCEIS and how to get help, if needed
 8. Review the SCEIS Organizational Technical Infrastructure Readiness Plan to ensure technical readiness for go-live
 9. Validate accuracy of converted data before go-live, including Org Structures generated from Nakisa

After Go-Live: Ready Room

Upon implementation on December 2nd, the Project team will facilitate the move from a pre-production environment to production operations. A “Ready Room” will be in place for agencies to come in and work with the project team for support in performing business transactions in the system.

Agencies will be supported in performing activities such as:

1. Performing new hire actions
2. Performing dual employment transactions
3. Performing leave without pay transactions
4. Performing adjustments to leave and FMLA balances and FMLA eligibility hours
5. Other transactions, as needed



Training Overview

Jennifer Rocks, EC & C Advisor



Training Communications

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- 🕒 September 15: Initial training dates communicated during Agency Support Team (AST) Leads meeting
 - 🕒 September 25: 1-page Training overview and training dates provided in Manager Toolkit emailed to Wave 1 agencies
 - 🕒 October 5: SCEIS Training System IT requirements sent to Wave 1 IT Directors
 - 🕒 October 8: Wave 1 Training overview to be provided at AST Leads and Agency Training Coordinators meeting
 - 🕒 October 8: Training documents to be sent to AST Lead and ATCs:
 - List of SCEIS HR/PY Courses
 - Roles-to-Courses matrix
 - Course schedule
 - Individual Transition Plans (ITPs) to be distributed to employees
 - 🕒 October 9: Enrollment instructions sent to employees
 - 🕒 October 14 – November 30: Training enrollment emails

October 12: Training Enrollment and On-line Training (OLT)

- Employees use email address as their User ID to log into SCEIS Training System. A list of courses will be provided electronically in the system, or through the ITP.
- Employees request the appropriate course date and time for each required instructor-led course.
- All employees will be placed on a wait list.
- Confirmation emails will be sent to employees for each instructor-led course that they have requested enrollment.
- SCEIS will send a follow-up email when the enrollment has been approved.

All students will be automatically enrolled in their required prerequisite on-line courses:

- COR120, SCEIS SAP Enterprise Core Component (ECC) Overview and Navigation

On-line videos

- HR100, SCEIS Human Resources Overview
- PY100, SCEIS Payroll Overview
- TM100, SCEIS Time Management Overview
- OM100, SCEIS Organizational Management Overview

October 19: Start of Instructor-led Training

- After SCEIS has confirmed that an employee has the required role to attend the requested training course, SCEIS will send a confirmation email that includes the course name, time, date, and location.
- Employee logs into SCEIS Learning Management System (Blackboard) to view training course information
 - Announcements and general SCEIS Training information
 - On-line training classes will be available to view and complete within the system
 - Instructor-led materials will be available to download and print. These may include the participant guide (PowerPoint presentation), exercise guide, and quick reference cards.
 - *Note: not all instructor-led courses will require all three documents

October 19: MySCEmployee Training for ESS

- SCEIS will email a list of MySCEmployee role mapping to AST Leads and ATCs. Agency determines how to facilitate MySCEmployee training:
 - Provide employees with a link to the on-line MySCEmployee courses
 - Facilitate a series of in-person training courses to support completion of courses
 - Upon request, provide CD that contains MySCEmployee courses
- MySCEmployee (ESS) Training Content will be grouped into 3 separate yet linked on-line courses:
 - Course 1 - Overview including information on: My Employee Search, My Pay, My Benefits, My Personal Information and My Career
 - Course 2 - Information on how to compile a timesheet for those employees who will be using this functionality (My Working Time)
 - Course 3 - Information on how to request travel and compile required travel information for those employees who will using functionality (My Travel Expenses)
- Quick reference guides and an overall Employee User Guide will be created in conjunction with the on-line training documents.
- At the conclusion of each course, employees will click on a link to complete a course evaluation thus signifying course completion.

October 26: MySCEmployee Training for MSS

- SCEIS will email a list of MySCEmployee role mapping to AST Leads and ATCs. Agency determines how to facilitate MySCEmployee training:
 - Provide managers with a link to the on-line MySCEmployee course
 - Facilitate a series of in-person training courses to support completion of courses
 - Upon request, provide CD that contains MySCEmployee course
- MySCEmployee (MSS) Training Content will be one on-line course
- Quick reference guide and an overall Employee User Guide will be created in conjunction with the on-line training documents.
- At the conclusion of each course, employees will click on a link to complete a course evaluation thus signifying course completion.

Completion of all
required SCEIS
courses



Security access at Go-live

- At the end of most courses, employees will be asked a series of questions. A 70% passing grade is expected. Employees may take the course as often as needed.
- Some on-line courses may require employees to complete a survey in the Learning Management System to show completion of the course.
- Users who do not complete all course requirements and require SAP access at go-live can be granted access on an **exception** basis. Agency Head approval will be required in such cases.



MySCEmployee

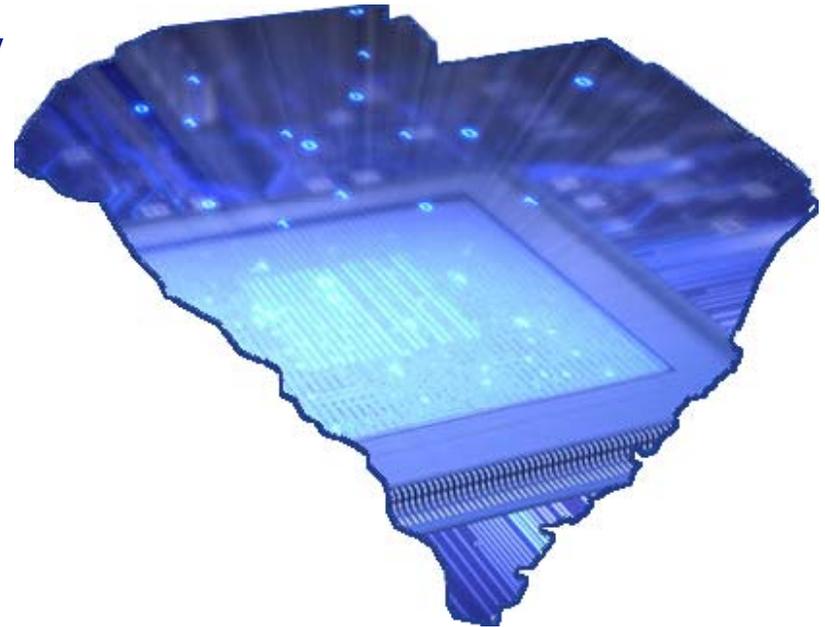
Tyler Jones, SCEIS Communications



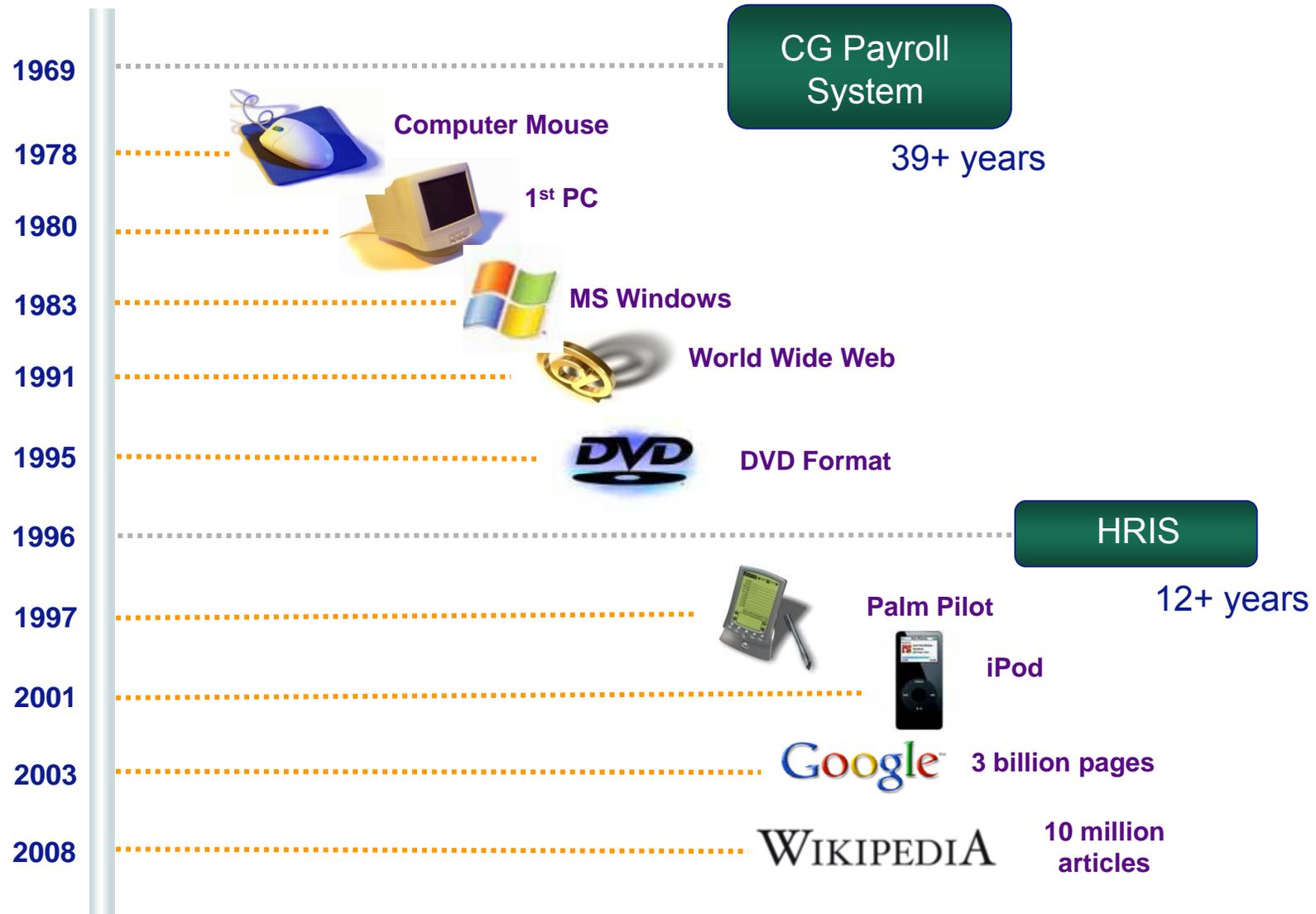
Mission and Purpose

SCEIS (South Carolina Enterprise Information System) is designed to transform the way the state conducts business by **modernizing and standardizing key business processes**. Once fully implemented, SCEIS will:

- **Increase operational efficiency**
- **Improve access to information**



Our Tools Are Outdated



Risks We Are Facing

High degree of manual effort

Inconsistent data across systems

Cumbersome process to access information

Expense and lack of support for legacy systems

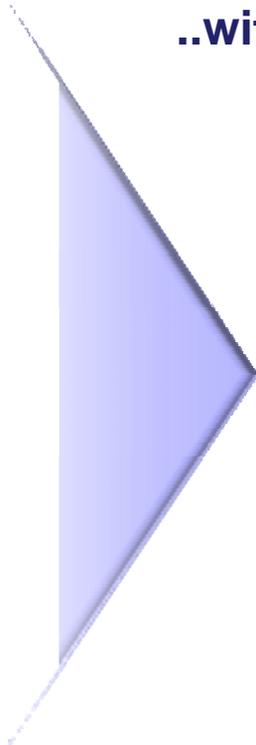
Potential system failure



What Is HR/Payroll Implementation About?

Replacing 2 Systems...

..with 1 HR/Payroll System



& MySCEmployee



Employee Self
Service

Manager Self
Service

HR/Payroll Project is Really Big...

4,500	HR transactions/month
72,000	Payroll transactions/month
50,000+	W-2s produced
8,000	Live checks printed/pay period
170	Systems used by agencies to conduct HR, payroll, financial, and procurement activities before SCEIS Program began



How Does South Carolina Benefit? **SOEIS**

Improved Accuracy, Timeliness, and Security of HR and Payroll Transactions



Robust Reporting Capabilities



Increased Efficiency & Effectiveness of Data



Standardized Processes



Improved Access to Information



MySCEmployee

powered by **SCEIS**

Welcome South Carolina State Employees

<p>User ID * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><input type="button" value="Log on"/></p> <p>STATE INFORMATION TECHNOLOGY B&CB SC BUDGET AND CONTROL BOARD</p>	
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MySCEmployee Splash Page

Welcome *essuser1*,

MySCEmployee

powered by **SCEIS**

[Help](#) | [Personalize](#) | [Log Off](#)

Welcome | Employee Self-Service

Alerts and Information | Universal Worklist

[History](#) | [Back](#) | [Forward](#)

Welcome to MySCEmployee

MySCEmployee is designed to empower employees by putting many day-to-day record keeping responsibilities directly in their hands. Through MySCEmployee state employees can, among other activities, enter and submit time for manager approval, access pay statements, maintain bank details for direct deposit, submit leave requests, view various quota balances, update mailing addresses, and search for other state employee's contact information.

Helpful Links

- SC.Gov
- Employee Insurance Program (EIP)
- Retirement Systems
- Office of Human Resources (OHR)
- Employee E-News
- State Holidays
- SCEIS

News Of Interest

- Note:** Employees who are new to MySCEmployee are encouraged to take the Employee Self Service (ESS) and Manager Self Service (MSS) (if appropriate) training prior to using the system. Be on the lookout for information from your respective agency's training team.
- Be Sure to Verify Your Personal Information:** You are encouraged to review and verify your personal information, such as addresses, emergency contacts, social security number and date of birth soon after go-live.
- Reminder:** MySCEmployee currently supports Internet Explorer versions 6 & 7. Version 8 is not yet supported by the system.



ESS – Area Page (Main Overview)

Welcome essuser1, MySCEmployee
powered by **SC EIS**

[Help](#) | [Personalize](#) | [Log Off](#)

Welcome | **Employee Self-Service**

[My Overview](#) | [My Employee Search](#) | [My Working Time](#) | [My Pay](#) | [My Personal Info](#) | [My Benefits](#) | [My Travel and Expenses](#) | [My Career](#)

| [History](#) | [Back](#) | [Forward](#) |

Employee Self-Service provides South Carolina employees with easy access to information and services.

 My Employee Search *State Employee Directory	 My Working Time *Record Working Time *Holiday Schedule *Leave Requests *Quota Overview *State Employee Leave Package *Time Statements
 My Pay *Pay Statements *Employment Verification *Bank Information (Direct Deposit) *W-4 Tax Withholding *Voluntary Deductions	 My Personal Info *Address and Emergency Contacts *Personal Data
 My Benefits *Employee Insurance Program Websites *Retirement Forms	 My Travel and Expenses *Expense Reports *Travel Requests
 My Career *State Jobs *Training and Development	

ESS – My Employee Search

The screenshot displays the MySCEmployee web application interface. At the top left, it says "Welcome essuser1," and the main header is "MySCEmployee powered by SOEIS". On the top right, there are links for "Help", "Personalize", and "Log Off". A navigation bar below the header contains links for "Welcome", "Employee Self-Service", "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info", "My Benefits", "My Travel and Expenses", and "My Career". The "My Employee Search" section is active, showing a sub-header "My Employee Search" with "History", "Back", and "Forward" options. The main content area is titled "Employee Search" and includes a "Who's Who" link and the text: "Search for employees by name and find basic contact information about other state employees." To the right of the text is a large graphic of a network of blue human figures connected by dashed lines, with a magnifying glass highlighting one red figure in the center.

The screenshot displays the MySCEmployee web application interface. At the top, a green banner reads "Welcome essuser1," followed by the "MySCEmployee" logo and "powered by SC EIS". On the right, there are links for "Help", "Personalize", and "Log Off". Below this is a navigation bar with tabs for "Welcome" and "Employee Self-Service". A secondary navigation bar lists various services: "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info", "My Benefits", "My Travel and Expenses", and "My Career". The "My Employee Search" section is active, showing a sidebar with "My Employee Search" and "Employee Search" options. The main content area features the heading "Employee Search" and a sub-heading "Who's Who" with a description: "Search for employees by name and find basic contact information about other state employees." Below the text is a 3D graphic of blue human figures connected by dashed lines, representing a network. A red box highlights the "Who's Who" section and its description.

ESS – My Employee Search

Who's Who

Who's Who

Please enter the search criteria

[Advanced search](#)

Last name:

First name:

Result List				
First name	Last name	Middle name	Personnel area	Organizational unit
Test	Jones		ADJUTANT GENERALS OFFICE	
Test	Jones		ADJUTANT GENERALS OFFICE	
Test4	Jones		LEG DEPT-THE SENATE	
Test5	Jones		LEG DEPT-THE SENATE	ACCOUNTING SERVICES DIVIS
Test5	Jones		DEPARTMENT OF AGRICULTURE	CONSUMER SERVICES LAB
Test6	Jones		STATE AUDITOR OFFICE	EXECUTIVE OFFICE
Test6	Jones		STATE AUDITOR OFFICE	EXECUTIVE OFFICE
Test7	Jones		STATE AUDITOR OFFICE	EXECUTIVE OFFICE

Employees can search for other state employees by name or organizational unit. Wild card (*) searches can be used in any field.

The employee profile displays basic organizational information and state contact information.

Employee profile for Test6 Jones

Communication

Area Code + Telephone: 803-999-9999

Extension:

E-mail: JTEST6@SC.GOV

Department

Organizational unit: EXECUTIVE OFFICE

Miscellaneous

Last name: Jones

First name: Test6

Middle name:

Personnel area: STATE AUDITOR OFFICE

[Back to Result List](#)

The screenshot displays the MySCEmployee web application interface. At the top, a green banner contains the text "Welcome essuser1," and "MySCEmployee powered by SCOEIS". To the right of the banner are links for "Help", "Personalize", and "Log Off". Below the banner is a navigation menu with "Employee Self-Service" selected. A secondary menu lists various options: "My Overview", "My Employee Search", "My Working Time", "My Pay" (highlighted), "My Personal Info", "My Benefits", "My Travel and Expenses", and "My Career". The main content area is titled "My Pay" and includes a sub-header "My Pay" with a small icon. The "Pay Information" section contains several links and descriptions: "Pay Statements" (View your pay statements), "Employment Verification" (Create an employment and salary verification request), "Direct Deposit and Banking" (with a sub-link "Direct Deposit Authorization" marked with a red exclamation point), and "Deductions and Withholdings" (with sub-links for "W-4 Tax Withholding", "Voluntary Recurring Deduction", and "One Time Voluntary Deduction"). On the right side of the content area, there is a large image of a pen writing on a document with the word "Dollars" and a dollar sign visible.

The screenshot shows a web application interface for 'My SOE Employee Self-Service'. The main content area is titled 'Pay Information' and contains several sections:

- Pay Statements**: View your pay statements (current or historical).
- Employment Verification**: Create an employment and salary verification request. The request will be sent to HR, who will mail or fax your information to third parties (such as a bank or loan agency).
- Direct Deposit and Banking**:
 - Direct Deposit Authorization** (with a red warning icon): Read this prior to maintaining direct deposit.
 - Bank Information**: Maintain your banks for direct deposit. NOTE: Changes made might not be in effect for up to two weeks.
- Deductions and Withholdings**:
 - W-4 Tax Withholding**: Maintain your tax withholdings for Federal and State. NOTE: Changes made might not be in effect for up to two weeks.
 - Voluntary Recurring Deduction**: This link allows you to enter Voluntary Recurring Deduction
 - One Time Voluntary Deduction**: This link allows you to enter One Time Voluntary Deduction

The left sidebar contains navigation links: 'Welcome', 'Employee Self-Service', 'My Overview', 'My Employee Search', and 'My Pay'. The 'My Pay' section is expanded, showing the same 'Pay Information' content as the main area. The top right of the page has links for 'Help', 'Personalize', and 'Log Off'. A 'History' section with 'Back' and 'Forward' buttons is also visible.

Paycheck Inquiry Service

[Show Overview](#)

◀ Previous Salary Statement Next Salary Statement ▶ Exit

Print Save Refresh Home ↑ ↓ 1 / 4 80.6% Find

STATE OF SOUTH CAROLINA
Office Of State Treasurer
CONVERSE A. CHELLIS III, CPA
STATE TREASURER

PURSUANT TO WARRANT OF
RICHARD ECHESTROM
COMPTROLLER GENERAL

Pay Period: 07/02/2009 through 07/16/2009		Name: Stacy remuneration Test		Personnel No: 90000205	
Check Date: 07/21/2009		Organization: E080-SECRETARY OF STATE			

Earnings		Deductions		Taxes		Net Pay		Deductions		Current		YTD	
Current:	5,710.00 -	391.09 -	1,560.06 -	3,758.85	Ben-SCRS EE Pre-tax						1,308.45		
YTD:	59,199.67 -	4,709.96 -	22,496.49 -	31,993.22	Ben-DualSCRS EE Pretax						147.85		
Earnings	Hours	Current	YTD		Ben-DualPORS EE Pretax						109.00		
Regular Salary Exempt		1,950.00	13,650.00		Ben-ORPDualEEAIGEEPretax						195.53		
Summer Pay Salaried		1,950.00	13,650.00		Ben-ORPDualEETIAEEPretax						304.53		
Ex Officio Allowance, Leg		450.00	3,150.00		Flexible Benefits Agency	1.00	7.00						
Active Retiree Wages		450.00	3,150.00		SCRS IPP Pre-tax	2.00	14.00						
Teri Retiree Wages		450.00	3,150.00		PORS IPP Pre-tax	2.00	14.00						
Grandfather Teri Wages		450.00	3,150.00		GARS IPP Pre-tax	1.00	6.00						
Salaried Non-Exempt		10.00	70.00		JSRS IPP Pre-tax	1.00	6.00						
On Call/Standby			2,274.60		Ben-Adj Loan EE Pre-tax	4.00	24.00						
Overtime Premium 50%			54.51		MoneyPlus BasAdmPeePretax	0.14	0.98						
Officer of the Day/Night			70.00		Ben-Opt Life EE Pre-tax	10.54	73.78						
					Ben-Dental Plus Pretax	10.30	72.10						
					MoneyPlus AdlAdmPeePretax	3.50	24.50						

Welcome *essuser1*, **MySCEmployee**
powered by **SC EIS**

Home **Employee Self Service**

My Overview | My Employee Search | My Working Time | **My Pay** | My Personal Info | My Benefits | My Travel and Expenses | My Career

Bank Information

Bank Information

1 Overview 2 Edit 3 Review and Save 4 Confirmation

Main bank

Name: Johnny Paul. Brady (xSS)
Bank Name: SUN NATIONAL BANK

Other bank

Name: Johnny Paul. Brady (xSS)
Bank Name: WACHOVIA BANK N.A.

Welcome *essuser1*,
MySCEmployee

powered by **SCOEIS**

Welcome | Employee Self-Service

My Overview | My Employee Search | My Working Time | My Pay | My Personal Info | My Benefits | My Travel and Expenses | My Career

Bank Information

Bank Information

1 —
 2 —
 3 —
 4

Overview | Edit | Review and Save | Confirmation

Name:

Bank Key / Routing Number: BANK OF AMERICA,

Bank Account:

Account Type:

Payment Method:

Standard Percentage:

Or

Dollar Amount:

Example Check

YOUR NAME	1001
5555 Street Name City, ST 12345	
DATE _____	
Pay to the Order of _____	\$ <input type="text"/>
Dollars <input type="text"/>	
Financial Institution	
1000 Street Name City, ST 12345	
For _____	
⑆004103835⑆	⑆003527942⑆
⑆1001⑆	

Routing
Number

Account
Number

Check
Number

The screenshot displays the MySCEmployee web application interface. At the top left, it says "Welcome essuser1," followed by the "MySCEmployee" logo and "powered by SOEIS". On the top right, there are links for "Help", "Personalize", and "Log Off". Below this is a navigation menu with "Employee Self-Service" selected, and sub-menus for "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info" (highlighted), "My Benefits", "My Travel and Expenses", and "My Career". The main content area is titled "My Personal Info" and contains a sub-section "Personal Information" with a small icon of a padlock. Under "Personal Information", there are two links: "Addresses and Emergency Contact Information" and "Personal Data". The "Addresses and Emergency Contact Information" link is followed by a paragraph: "Manage your addresses and emergency contact information. NOTE: If you change your permanent address, you must also update your address with the Employee Insurance Program (EIP). Go to 'My Benefits' to access link to the EIP website." The "Personal Data" link is followed by a paragraph: "Display your personal data (such as your legal name, DOB, and marital status). If any of this information is incorrect, please contact your Agency's HR Department." To the right of the text is a large image of a white padlock with a metal chain, resting on a computer keyboard. At the bottom of the browser window, there is a status bar showing "Trusted sites" with a green checkmark and a zoom level of "100%".

The screenshot displays the MySCEmployee web application interface. At the top, a green header contains the text "Welcome essuser1," followed by the "MySCEmployee" logo and "powered by SOEIS". On the right side of the header are links for "Help", "Personalize", and "Log Off". Below the header is a navigation bar with tabs for "Welcome" and "Employee Self-Service". Under "Employee Self-Service", there are several menu items: "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info" (which is highlighted with a dotted border), "My Benefits", "My Travel and Expenses", and "My Career".

The main content area is titled "My Personal Info" and features a sub-section "Personal Information" with a red border. This section contains two links: "Addresses and Emergency Contact Information" and "Personal Data".

Under the "Addresses and Emergency Contact Information" link, the text reads: "Manage your addresses and emergency contact information. NOTE: If you change your permanent address, you must also update your address with the Employee Insurance Program (EIP). Go to 'My Benefits' to access link to the EIP website."

Under the "Personal Data" link, the text reads: "Display your personal data (such as your legal name, DOB, and marital status). If any of this information is incorrect, please contact your Agency's HR Department."

At the bottom of the browser window, a status bar shows a green checkmark and the text "Trusted sites" on the left, and a search icon and "100%" zoom level on the right.

ESS – My Personal Info

Addresses

1 Overview 2 Edit 3 Review and Save 4 Confirmation

Permanent Residence

C/O or Contact:
Street and House Number: 1 Main Street
City: Columbia
State: SC
ZIP Code: 29120

[Edit](#)

Emergency Contact 1

C/O or Contact: Jane Smith (Mother)
Street and House Number: 3 Woodcross Drive
City: Columbia
State: SC
ZIP Code: 29212

[Edit](#) [Delete](#)

Emergency Contact 2

C/O or Contact: John Holbrook (Brother)
Street and House Number: 1 Beacon Street
City: Boston
State: MA
ZIP Code: 02116

[Edit](#) [Delete](#)

[Previous Step](#)
 [New Temporary Residence](#)
 [New Mailing](#)
 [New Emergency Contact 3](#)
 [Exit](#)

Employees will have the ability to maintain the following address types in ESS:

- Permanent Residence
- Temporary Residence
- Mailing Address
- 3 Emergency Contacts

ESS – My Personal Info

Personal Data

1 Overview 2 Edit 3 Review and Save 4 Confirmation

Name

Title: [dropdown]

First Name: * Jonathon

Middle Name: P

Last Name: * Brady

Known as: [text box]

Academic Title: [dropdown]

Suffix: [dropdown]

Data at Birth

Date of Birth: * 1/1/1977 [calendar icon]

Gender: Male Female Unknown

Marital Status

Marital Status: Single [dropdown]

Other Personal Data

Language: English [dropdown]

Previous Step Exit

To access personal information, such as legal name, date of birth and marital status, click the **Personal Data** link from the My Personal Info overview screen.

Note: Employees are encouraged to review this information as soon as possible after go-live to confirm that their information is correct.

Welcome essuser1, MySCEmployee
powered by **SC EIS**

[Help](#) | [Personalize](#) | [Log Off](#)

Welcome | **Employee Self-Service**

[My Overview](#) | [My Employee Search](#) | [My Working Time](#) | [My Pay](#) | [My Personal Info](#) | **My Benefits** | [My Travel and Expenses](#) | [My Career](#)

My Benefits | History | [Back](#) | [Forward](#)

My Benefits

Benefits

- [Employee Insurance Program](#)
Go to the Employee Insurance Program (EIP) website.
- [MyBenefits - Employee Insurance Program](#)
Manage your benefits through the self-service benefits page offered by the Employee Insurance Program.
- [MoneyPlus - FBMC](#)
Go to the FBMC website for your Dependent Care Account and Medical Spending Account.
- [MoneyPlus - NBSC](#)
Go to the National Bank of SC website to maintain your Health Savings Account.

Retirement

- [South Carolina Retirement Systems](#)
Go to the State Retirement System's website.
- [ING Deferred Compensation](#)
Manage and view your deferred compensation accounts.

Retirement Forms

- [Form 1100 - Retirement Plan Enrollment](#)
- [Form 1102 - Beneficiary Designation](#)
- [Form 1103 - Beneficiary/Trustee Designation](#)
- [Form 1104 - Election of Non-Membership](#)

<https://sapportaldev.sc.gov/irj/portal#> | sapportaldev.sc.gov

The screenshot shows a web application interface. On the left is a navigation menu with the following items: Welcome, Employee S, My Overview, My Empl, My Benefits, My Benefits, Benefits, Retirement, and Retirement Forms. The main content area is titled "Benefits" and contains the following text and links:

Benefits

- [Employee Insurance Program](#)
Go to the Employee Insurance Program (EIP) website.
- [MyBenefits - Employee Insurance Program](#)
Manage your benefits through the self-service benefits page offered by the Employee Insurance Program.
- [MoneyPlu\\$ - FBMC](#)
Go to the FBMC website for your Dependent Care Account and Medical Spending Account.
- [MoneyPlu\\$ - NBSC](#)
Go to the National Bank of SC website to maintain your Health Savings Account.

Retirement

- [South Carolina Retirement Systems](#)
Go to the State Retirement System's website.
- [ING Deferred Compensation](#)
Manage and view your deferred compensation accounts.

Retirement Forms

- [Form 1100 - Retirement Plan Enrollment](#)
- [Form 1102 - Beneficiary Designation](#)
- [Form 1103 - Beneficiary/Trustee Designation](#)
- [Form 1104 - Election of Non-Membership](#)

The right side of the screenshot shows a browser window with a "History" bar, a "Back" button, and a "Forward" button. The browser address bar shows "https://sapportaldev.sc.gov".

The screenshot displays the MySCEmployee web application interface. At the top, a green header bar contains the text "Welcome essuser1," followed by the "MySCEmployee" logo and "powered by SOEIS". On the right side of the header, there are links for "Help", "Personalize", and "Log Off". Below the header is a navigation menu with tabs for "Welcome" and "Employee Self-Service". Under "Employee Self-Service", there is a sub-menu with links for "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info", "My Benefits", "My Travel and Expenses" (which is highlighted), and "My Career".

The main content area is titled "My Travel and Expenses" and includes a "History" section with "Back" and "Forward" buttons. The primary content is organized into several sections:

- Travel Requests and Expense Reports**: Includes links for "My Trips and Expenses" (with a description: "Display, change, copy, or cancel one of your existing travel plans, requests or expense reports."), "Create Travel Request", and "Create Expense Report" (with a description: "Create an expense report for a trip without a travel plan. For trips with existing travel plans you can add the corresponding expense report via My Trips and Expenses.").
- My Employees**: Includes a description: "Create expense reports for others that you are authorized to maintain."
- Travel Regulations**: Includes links for "Comptroller General Travel Regulations", "US General Services Administration", and "Budget and Control Board Travel Regulations".
- Personal Information**: Includes links for "Unlock Personnel Number" and "My Alerts" (with a description: "Show trips and expense reports that have alerts.").

A large image on the right side of the page shows a car driving on a winding road through a forest with vibrant autumn foliage. The browser's address bar at the bottom shows the URL "https://sapportaldev.sc.gov/irj/portal#" and the page number "44".

Welcome essuser1,

Help | Personalize | Log Off

History Back Forward

MySCEmployee

Travel Requests and Expense Reports

[My Trips and Expenses](#)
Display, change, copy, or cancel one of your existing travel plans, requests or expense reports.

[Create Travel Request](#)

[Create Expense Report](#)
Create an expense report for a trip without a travel plan. For trips with existing travel plans you can add the corresponding expense report via My Trips and Expenses.

[My Employees](#)
Create expense reports for others that you are authorized to maintain.

Travel Regulations

[Comptroller General Travel Regulations](#)

[US General Services Administration](#)

[Budget and Control Board Travel Regulations](#)

Personal Information

[Unlock Personnel Number](#)

[My Alerts](#)
Show trips and expense reports that have alerts.

https://sapportaldev.sc.gov/irj/portal# sapportaldev.sc.gov

The screenshot displays the MySCEmployee web application interface. At the top, a green header bar contains the text "Welcome essuser1," followed by the "MySCEmployee" logo and "powered by SC EIS". To the right of the header are links for "Help", "Personalize", and "Log Off". Below the header is a navigation menu with tabs for "Welcome" and "Employee Self-Service". Under "Employee Self-Service", there are links for "My Overview", "My Employee Search", "My Working Time", "My Pay", "My Personal Info", "My Benefits", "My Travel and Expenses", and "My Career". The "My Career" section is currently active, showing a sub-header "My Career" and a "History" link with "Back" and "Forward" options. The main content area is titled "My Career" and features a "Career and Job" section. This section includes a small compass icon, a link for "State Jobs" with the description "Search the job listing on the South Carolina E-Recruitment System.", and a link for "Training and Development" with the description "Display the course offering and register for courses." To the right of the text is a large image of a gold compass with the word "CAREER" written on its face. The browser's address bar at the bottom shows "sapportaldev.sc.gov" and a "Done" button.

The screenshot shows the MySCEmployee web application interface. At the top, it says "Welcome essuser1, MySCEmployee powered by SC EIS". The navigation menu includes "Welcome", "Employee", "My Overview", "My Career", and "My Career". A red-bordered callout box is overlaid on the page, containing the following text:

Career and Job

- [State Jobs](#)
Search the job listing on the South Carolina E-Recruitment System.
- [Training and Development](#)
Display the course offering and register for courses.

The background of the application features a large, detailed compass rose graphic. The browser's address bar shows "sapportaldev.sc.gov".

The screenshot displays the MySCEmployee web portal interface. At the top, a green header contains the text "Welcome essuser1, MySCEmployee powered by SOEIS" and navigation links for "Help", "Personalize", and "Log Off". Below this is a dark green navigation bar with tabs for "Welcome" and "Employee Self-Service". A secondary navigation bar lists various services: "My Overview", "My Employee Search", "My Working Time" (which is highlighted with a mouse cursor), "My Pay", "My Personal Info", "My Benefits", "My Travel and Expenses", and "My Career". The main content area is titled "My Working Time" and includes a sub-tab for "My Working Time". On the left side of this section, there is a small clock icon and a list of links: "Record Working Time", "Holiday Schedule", "Leave Requests" (with sub-links for "Leave Request", "Quota Overview", and "State Employee Leave Package"), and "Time Statements" (with sub-links for "Time Statement for a Chosen Period" and "Time Statement"). The right side of the page features a large, detailed image of an ornate, antique clock face with Roman numerals and a lion's head ornament. At the bottom of the browser window, the URL "https://sapportaldev.sc.gov/irj/portal#" is visible on the left, and "sapportaldev.sc.gov" with a lock icon is on the right.

The screenshot displays the 'MySCEmployee' web application interface. The main content area is titled 'Working Time' and contains the following text and links:

- Record Working Time**
You can record your working time here.
You have recorded adequate working times for all workdays up to 07/12/2009.
Your recorded times have been approved up to 07/12/2009.
- Holiday Schedule**
- Leave Requests**
 - Leave Request**
Request leave and other types of absences.
 - Quota Overview**
Request leave and other types of absences.
 - State Employee Leave Package**
- Time Statements**
 - Time Statement for a Chosen Period**
Display your working times, absence times, bonuses, and time accounts for a period of your choice.
 - Time Statement**
Display your working times, absence times, bonuses, and time accounts.

The interface includes a navigation menu on the left with options like 'My Overview', 'My Employment', and 'My Working Time'. The top right corner has links for 'Help', 'Personalize', and 'Log Off'. The browser address bar at the bottom shows 'https://sapportaldev.sc.gov'.

ESS – My Working Time (Daily View)

Welcome essuser1, MySCEmployee powered by SOEIS

Welcome Employee Self-Service

My Overview | My Employee Search | My Working Time | My Pay | My Personal Info | My Benefits | My Travel and Expenses | My Career

Record Working Time

Record Working Time

1 Edit 2 Review and Save 3 Completed

Hide Calendar Show Worklist

July 2009 August 2009 September 2009

Display Weekly Time Enter Daily Time

Date 9/21/2009 Go

Working Times Recorded on Monday, September 21, 2009

Att./abs. type	Wage Type	Content	Start time	End time	
	Act	9	00:00	00:00	
Attendance ho...		4	08:00	12:00	Details
Attendance ho...		5	13:00	18:00	Details
					Details
					Details
					Details
					Details
					Details
					Details

Row 1 of 9

Delete Row Save as Template Refresh

Previous Step Review Cancel

Attendance Types

- 1000 Attendance Hours
- 1001 On Call
- 1002 Call Back
- 1003 Training

ESS – My Working Time (Display Weekly View)

Welcome assuser1, **MySCEmployee**
powered by **SC EIS**

Welcome | Employee Self-Service | Manager Self-Service | HR Administrator | Content Administration | User Administration | System Administration | SRM

My Overview | My Employee Search | My Working Time | My Pay | My Personal Info | My Benefits | My Travel and Expenses | My Career

Record Working Time

31 27 28 29 30 31 1 2 | 35 24 25 26 27 28 29 30 | 40 28 29 30 1 2 3 4
32 3 4 5 6 7 8 9 | 36 31 1 2 3 4 5 6 | 41 5 6 7 8 9 10 11

Rejected Excess Time Recorded

Display Weekly Time Enter Daily Time

Week from 9/21/2009 to 9/27/2009 Go

Working Times Recorded from Monday, September 21, 2009 to Sunday, September 27, 2009.

	Att./abs. type	Wage Type	Total	MO, 09/21	TU, 09/22	WE, 09/23	TH, 09/24	FR, 09/25	SA, 09/26	SU, 09/27
		Act	27	9	9	9				
	Attendance ho...		12	4	4	4				
	Attendance ho...		15	5	5	5				

Row 1 of 9

Delete Row Save as Template Refresh

Previous Step Review Cancel

ESS – Leave Request

Leave Request

1 2 3

Display and Edit Review and Send Completed

[Show Team Calendar](#)
 [Hide Calendar](#)
 [Show Time Accounts](#)
 [Show Overview of Leave](#)

August 2009							September 2009							October 2009									
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa			
31	26	27	28	29	30	1	36	30	31	1	2	3	4	5	40	27	28	29	30	1	2	3	
32	2	3	4	5	6	7	8	37	6	7	8	9	10	11	12	41	4	5	6	7	8	9	10
33	9	10	11	12	13	14	15	38	13	14	15	16	17	18	19	42	11	12	13	14	15	16	17
34	16	17	18	19	20	21	22	39	20	21	22	23	24	25	26	43	18	19	20	21	22	23	24
35	23	24	25	26	27	28	29	40	27	28	29	30	1	2	3	44	25	26	27	28	29	30	31
36	30	31	1	2	3	4	5	41	4	5	6	7	8	9	10	45	1	2	3	4	5	6	7

■ Absent
 ■ Multiple Entries
 ■ Sent
 ■ Deletion Requested

To request or report leave, enter the required data and choose Review.

Type of Leave:

Date: To

Time: To

Duration: Hours

Approver:

Note for Approver:

- Employees will use this to request all absences (Annual Leave, Comp Time, Sick Time, etc.)

- Managers will approve the requests in MSS

Manager Self Service

Welcome msstrain5,

MySCEmployee

powered by **SCEIS**

Help | Personalize | Log Off

Welcome
Employee Self-Service
Manager Self-Service

Alerts and Information | Universal Worklist

History
Back
Forward
☰

Welcome to MySCEmployee

MySCEmployee is designed to empower employees by putting many day-to-day record keeping responsibilities directly in their hands. Through MySCEmployee state employees can, among other activities, enter and submit time for manager approval, access pay statements, maintain bank details for direct deposit, submit leave requests, view various quota balances, update mailing addresses, and search for other state employee's contact information.

Helpful Links

- SC.Gov
- Employee Insurance Program (EIP)
- Retirement Systems
- Office of Human Resources (OHR)
- Employee E-News
- State Holidays
- SCEIS

News Of Interest

- Note:** Employees who are new to MySCEmployee are encouraged to take the Employee Self Service (ESS) and Manager Self Service (MSS) (if appropriate) training prior to using the system. Be on the lookout for information from your respective agency's training team.
- Be Sure to Verify Your Personal Information:** You are encouraged to review and verify your personal information, such as addresses, emergency contacts, social security number and date of birth soon after go-live.
- Reminder:** MySCEmployee currently supports Internet Explorer versions 6 & 7. Version 8 is not yet supported by the system.



Manager Self Service (Tasks and Alerts)

Welcome *msstrain5*, **MySCEmployee** powered by **SOEIS** [Help](#) | [Personalize](#) | [Log Off](#)

Welcome Employee Self-Service **Manager Self-Service**

Overview

Tasks and Alerts History Back Forward

Detailed Navigation Universal Worklist

- My Work Overview
 - Tasks and Alerts**
 - My Team
 - My Organization
 - My Reports

Tasks (6 / 6) Alerts Notifications Tracking History Back Forward

Show: New and In Progress Tasks (6 / 6) Select a Subview... All Create Task [Show Filters](#) [Hide Preview](#)

Subject	From	Sent	Priority	Due	Status
Approve expense report of John D. Anderson	esstrain5,	Today	Normal	Sep 27, 2009	New
John D. Anderson's Leave Request	esstrain5,	Today	Normal		New
John D. Anderson's Leave Request	esstrain5,	Today	Normal		New
John D. Anderson's Leave Request	esstrain5,	Today	Normal		New
Mary Ann Simons's Leave Request	esstrain4,	Sep 16, 2009	Normal		New
Mary Ann Simons's Leave Request	esstrain4,	Sep 16, 2009	Normal		New

Row 1 of 6

Manager Self Service (Display Employee Information)

Welcome msstrain5, **MySCEmployee** powered by **SCEIS**

Welcome | Employee Self-Service | **Manager Self-Service**

Overview

General Information

Detailed Navigation

- ▼ My Work Overview
 - Tasks and Alerts
- ▼ My Team
 - Team Overview
- ▼ Employee Information
 - **General Information**
 - Compensation Information
- ▼ Employee Working Times
 - Approve Time Sheet Data
 - Approve Leave Requests
 - Team Calendar
- ▶ Travel Management
- ▶ HCM Processes and Forms
- ▶ My Organization
- ▶ My Reports

Employee Search

Employee Selection:

Display:

Name	Personnel Number	Manager	Position	Organizational Unit	Cost Center
Dickerson S. Michelle	00008895	Michael M. Carroll	PROGRAM COORDINATOR II	AGRICULTURAL SERVICES DIVISION	COMMISSIONER'S OFFIC
John D. Anderson	00008896	Michael M. Carroll	ADMINISTRATIVE SPECIALIST	AGRICULTURAL SERVICES DIVISION	COMMISSIONER'S OFFIC
Mary Ann Simons	00008897	Michael M. Carroll	ADMINISTRATIVE SPECIALIST	AGRICULTURAL SERVICES DIVISION	COMMISSIONER'S OFFIC
William J. Salvatore	00008898	Michael M. Carroll	ADMINISTRATIVE SPECIALIST	AGRICULTURAL SERVICES DIVISION	COMMISSIONER'S OFFIC
Theodore Moore	00001131	Michael M. Carroll	FIELD SPECIALIST I	POULTRY & EGG DEPARTMENT	COMMISSIONER'S OFFIC

Customizes Layout | Filter On

Row 1 of 5

Data as of 9/22/2009, 1:57:13 PM [Refresh](#)

General Data

John D. Anderson 00008896

General Info.		Communication Data	
Grievance Status:	Covered	Work E-Mail:	SCEIS_NOTIF@SCEIS.SC.GOV
Start Date:	1/1/2009	Work Office:	803-832-1000/X19348
Organizational Assignment Organizational Assignments		Personnel Structure	
Org. Unit:	AGRICULTURAL SERVICES DIVISION	Personnel Area:	DEPARTMENT OF AGRICULTURE
Position:	ADMINISTRATIVE SPECIALIST	Pers. Subarea:	ADM-ADM/PG MGMT
Cost Center:	COMMISSIONER'S OFFIC	EE Group:	CLASSIFIED FTE
Payroll Area:	SC Semi-monthly	EE Subgroup:	FT-EX W/INS & LV

Compan

No data

Related

Self-Service

- [Record](#)
- [Maintain](#)
- [Address](#)
- [Maintain your en](#)
- [Person](#)

Manager Self Service (Display Employee Information)

Welcome msstrain5, MySCEmployee
powered by SCEIS

Welcome | Employee Self-Service | **Manager Self-Service**

Overview

General Information

Detailed Navigation

- My Work Overview
 - Tasks and Alerts
- My Team
 - Team Overview
 - Employee Information
 - General Information**
 - Compensation Information
 - Employee Working Times
 - Approve Time Sheet Data
 - Approve Leave Requests
 - Team Calendar
 - Travel Management
 - HCM Processes and Forms
- My Organization
- My Reports

Related Activities

Self-Service for My Employees

Record Working Time
Maintain or display time sheets for your employees.

Addresses and Emergency Contact Information
Maintain or display addresses and emergency contacts for your employees.

Personal Data
Display personal data for your employees.

Customizes Layout | Filter On

Organizational Unit	Cost Center
AGRICULTURAL SERVICES DIVISION	COMMISSIONER'S OFFIC
EGG DEPARTMENT	COMMISSIONER'S OFFIC

Data as of 9/22/2009 1:57:13 PM Refresh

General Data

John D. Anderson 00008896

General Info.

Grievance Status: Covered
Start Date: 1/1/2009

Communication Data

Work E-Mail: SCEIS_NOTIF@SCEIS.SC.GOV
Work Office: 803-832-1000/X19348

Organizational Assignment [Organizational Assignments](#)

Org. Unit: AGRICULTURAL SERVICES DIVISION
Position: ADMINISTRATIVE SPECIALIST
Cost Center: COMMISSIONER'S OFFIC
Payroll Area: SC Semi-monthly

Personnel Structure

Personnel Area: DEPARTMENT OF AGRICULTURE
Pers. Subarea: ADM-ADM/PG MGMT
EE Group: CLASSIFIED FTE
EE Subgroup: FT-EX W/INS & LV

Compan
No data
Related
Self-Service
[Record](#)
[Maintain](#)
[Address](#)
[Maintain](#)
[your en](#)
[Person](#)

Manager Self Service (Approve Leave Requests)

Approve Leave Requests

Detailed Navigation

- ▾ My Work Overview
 - Tasks and Alerts
- ▾ My Team
 - Team Overview
- ▾ Employee Information
 - General Information
 - Compensation Information
- ▾ Employee Working Times
 - Approve Time Sheet Data
 - **Approve Leave Requests**
 - Team Calendar
- ▾ Travel Management
- ▾ HCM Processes and Forms
- ▾ My Organization
- ▾ My Reports

Approve Leave Requests

[Show Team Calendar](#) ▾ [Hide Worklist](#)

Requests waiting for approval

	Date of Request	Requester	Type of Leave	From	To	Used
	9/16/2009	Mary Ann Simons	A,Annual Leave	10/19/2009	10/19/2009	3 Hours
	9/16/2009	Mary Ann Simons	A,Annual Leave	9/21/2009	9/23/2009	19 Hours
	9/22/2009	John D. Anderson	A,Annual Leave	11/16/2009	11/20/2009	37.50 Hours
	9/22/2009	John D. Anderson	A,Annual Leave	9/29/2009	9/29/2009	2 Hours
	9/22/2009	John D. Anderson	A,Annual Leave	9/25/2009	9/25/2009	9 Hours

Row 1 of 5

Mary Ann Simons has requested the following leave:

Type of Leave:

Date:

Previous Notes:

Time Account	Deductible from	Deductible to	Entitlement	Remainder
Annual Leave	6/29/2009	12/31/9999	37.50 Hours	18.50 Hours
Sick Leave	6/29/2009	12/31/9999	37.50 Hours	37.50 Hours

Manager Self Service (Team Calendar)

Team Calendar | History | Back | Forward

Detailed Navigation

- My Work Overview
 - Tasks and Alerts
- My Team
 - Team Overview
 - Employee Information
 - General Information
 - Compensation Information
 - Employee Working Times
 - Approve Time Sheet Data
 - Approve Leave Requests
 - Team Calendar**
 - Travel Management
 - HCM Processes and Forms
- My Organization
- My Reports

Team Calendar

Display Data for: for: in:

2009 September

	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
John D. Anderson																														
Dickerson S. Michelle																														
Theodore Moore																														
William J. Salvatore																														
Mary Ann Simons																														

Absent
 Multiple Entries
 Sent
 Deletion Requested

Data of 9/23/2009 8:19:02 AM [Refresh](#)

Key Portal Facts

- Prior to go-live, all employees will receive a system login name and password.
- The MySCEmployee portal is a **secured website** accessible from any computer with an Internet connection.
- MySCEmployee offers a user-friendly interface that walks employees through each step of every transaction.



Questions



My Time



My Pay



My Career



**My Personal
Information**



**My Employee
Search**



My Travel



My Benefits

For More Information

-
- 🕒 Visit the project website at www.sceis.sc.gov.
 - 🕒 Contact your Agency Support Team representative.
 - 🕒 Send an e-mail to myscemployee@sceis.sc.gov with your request.



‘Virtual’ Shared Services

Imaad Mahfooz, Shared Services Advisor



-
- ① SCEIS 'Virtual' Shared Services Project Description
 - ① Why Shared Services?
 - ① 'Virtual' Shared Services Goals Continuum
 - ① Benefits to HR from 'Virtual' Shared Services Model
 - ① SCEIS Service Desk & Partner Collaboration
 - ① Service Desk Ticket Lifecycle
 - ① Shared Services Procedures - *What do you do after the December 2 HR Go-live?*
 - ① Conclusion & Contact Information

Why Shared Services?

- The State of South Carolina will increasingly focus on more efficient use of resources
- Budget pressures will continue – both revenue and expense
- Studies show that organizations underestimate the true cost of business transactions by 50% to 200%
- Shared services offers the opportunity to simultaneously lower costs and increase service quality
- Facilitates support and assimilation of SAP users while increasing accuracy and compliance

Shared Services Benefits

- Shared Services is the convergence and streamlining of business functions with a strong focus on
 - Customer needs
 - Effective and efficient service delivery
 - Continuous improvement and alignment with enterprise SAP activities
 - Running service functions like a business
 - Delivering services to internal customers at competitive levels of cost, quality, and timeliness
- Shared services provides valuable metrics and reports for management enabling reliable tracking of user requests from start to successful completion
- Shared Services encourages multi-functional collaboration (e.g. linking HR and Finance together on processes where there is the potential to create synergies)

'Virtual' Shared Services Project Description

'Virtual' Shared Services Project Description

- Shared Services is a collaborative strategy in which important business functions such as HR and Finance are consolidated and standardized in a single organizational unit that can deliver the same services to different agencies and customers within a government enterprise – promoting efficiency and cost savings, and improving service for stakeholders.
- This project involves transitioning the SCEIS Service Desk towards a 'Virtual' Support/Shared Services environment in close alignment with SCEIS' SAP Go-live activities planned.

The Office of HR (OHR) is an integral part of the shared services transition. OHR' 3-Year Strategic Plan is a results-oriented document that highlights strategic OHR goals while listing tactical components and completed projects. Consistent with that approach of coalescing strategy and tactical steps, the SCEIS Shared Services Project is leveraging the present service desk environment, while identifying areas of future improvement and developing a conceptual model with tactical components and benchmarks.

'Virtual' Shared Services Project Description

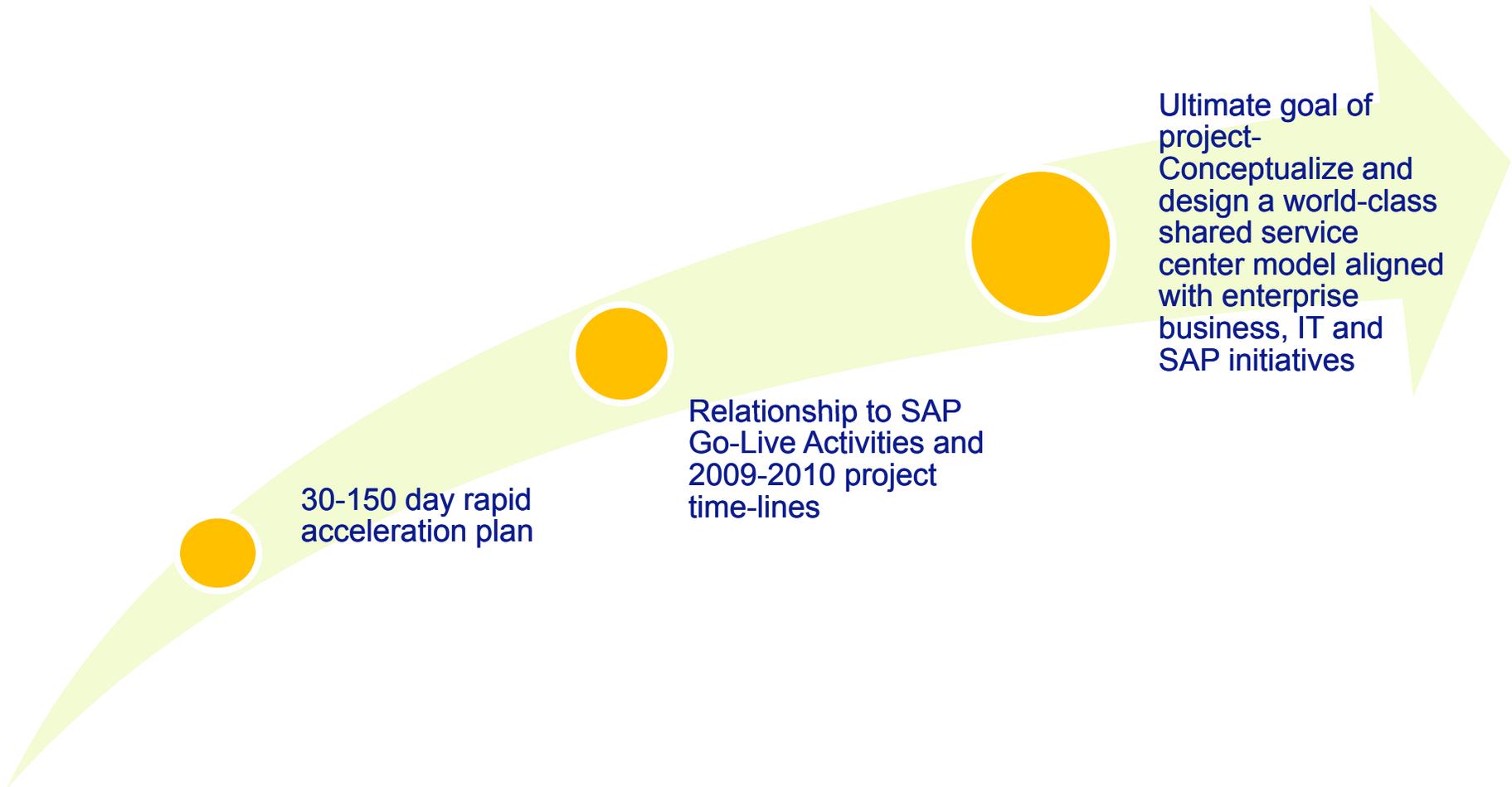
Effective alignment of Tier 0, 1, 2 & 3 resources can expedite the transition from a Tier 1 call center that routes calls appropriately at Go-Live to a true shared services environment in the future.

Tier Structure

- Tier 0- Agencies
- Tier 1- Service Desk
- Tier 2- Central Agencies
- Tier 3- SCEIS

SAP Go-Live Schedule	FI & MM	HR- ESS/MSS	PAYROLL
	November 2009	December 2009	January 2010
	May 2010	March 2010	April 2010
		June 2010	July 2010

'Virtual' Shared Services Goals Continuum



Benefits to HR from 'Virtual' Shared Services

Exceptional customer care, focus on core HR activities and enterprise cost and process efficiencies are compelling reasons for a (virtual) shared services model.

Facilitates Inter-departmental collaboration (HR & others) and SAP alignment for tier 1, 2 & 3 handling

- ◆ Allows collection and analysis of standardized data across the organization
- ◆ Enables better decisions to be made based on better information while supporting SAP users
- ◆ Provides valuable metrics
- ◆ Enables one-stop shopping for employees; clear and known point of contact

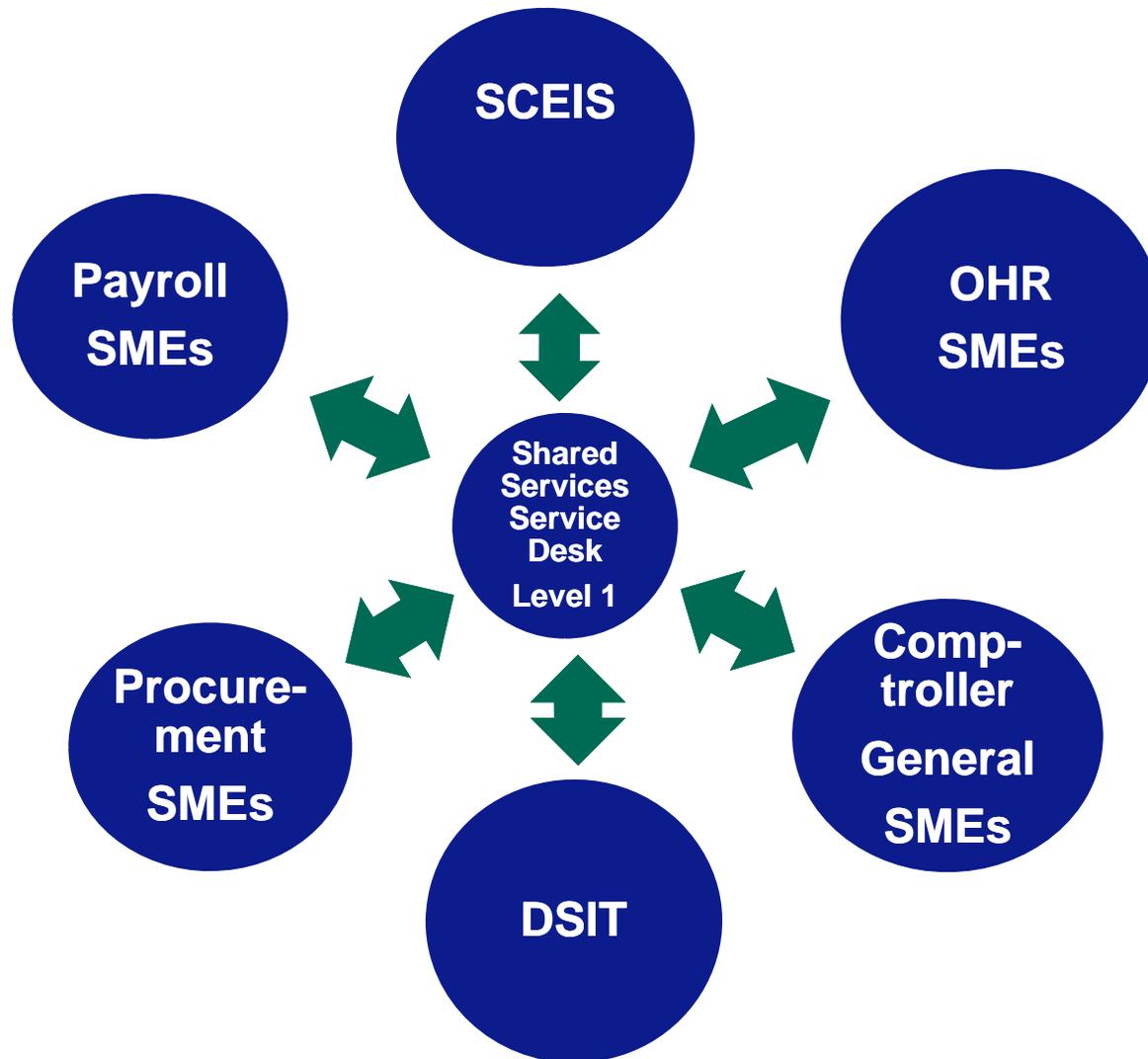
Enables HR cost efficiencies

- ◆ Removes duplicate HR processes and brings them together in one organization
- ◆ Eliminates redundant labor and systems costs; aligns labor skills and costs with specific task types
- ◆ Enables organization to retain internal control of core functions while still maximizing cost efficiency

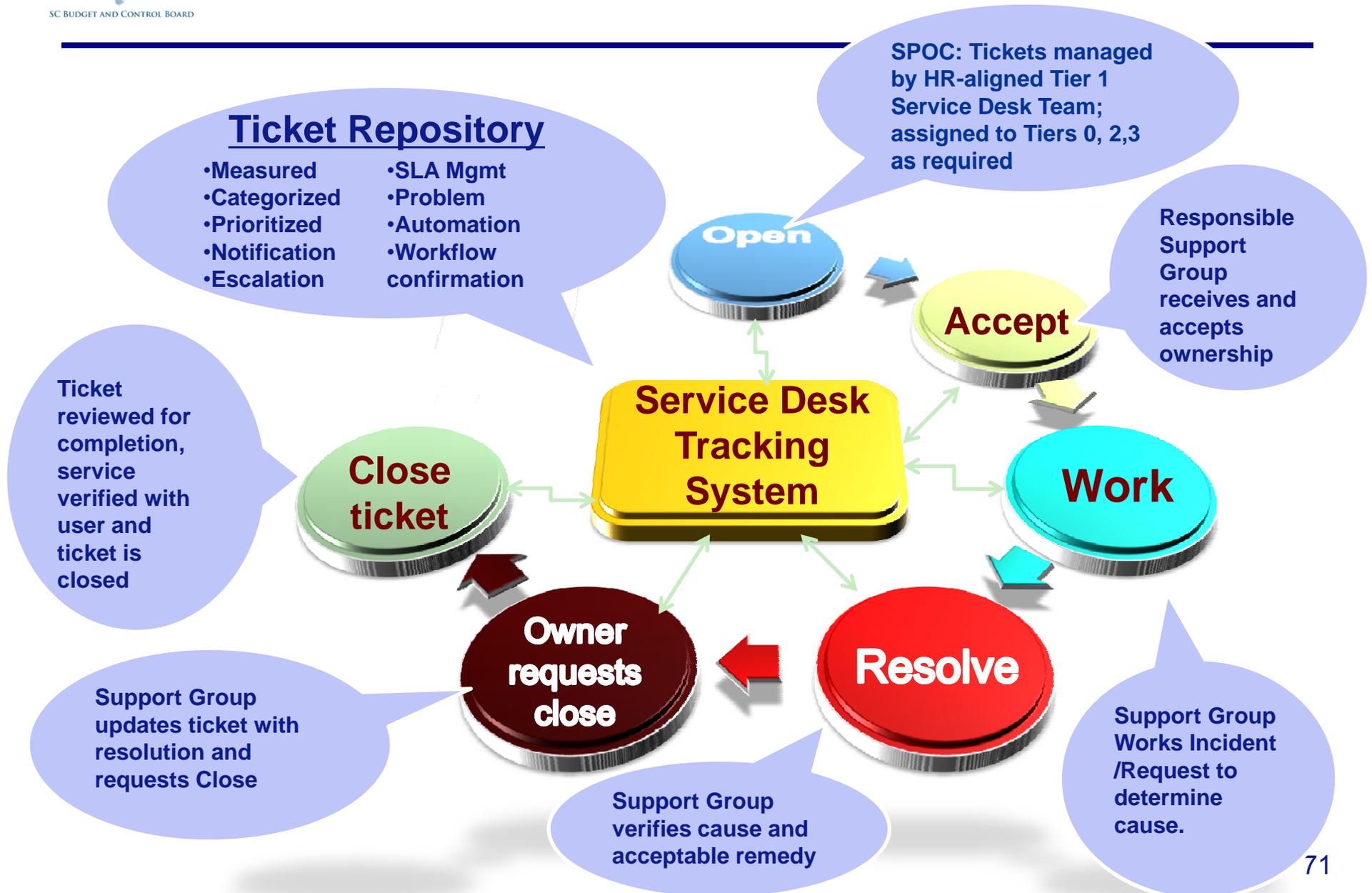
Improves and streamlines HR operations

- ◆ Raises service levels by standardizing processes to achieve desired results
- ◆ Focuses efforts of shared services staff on providing cost-effective, high-quality service
- ◆ Improves qualitative customer satisfaction and quantitative service measures
- ◆ Encourages productivity

SCEIS Service Desk & Partner Collaboration



Ticket Lifecycle



What Do You Do after the December 2, 2009 Go-Live?

User has HR Question:

- 🌀 Step 1- User checks knowledge-base via SCEIS portal
- 🌀 Step 2- User contacts agency Subject Matter Expert (SME) to resolve issue
- 🌀 If issue can't be resolved at that point, user contacts SCEIS service desk via email or phone for help
- 🌀 Service desk resolves issue if possible; otherwise issue is routed to appropriate tier 2 (central agency) or tier 3 (SCEIS) contact
- 🌀 Tier 2 or tier 3 resolve customer issue as needed; ticket is closed and information is captured for future reference and FAQs

SCEIS Shared Services Transition Conclusion & Contact Information

“Coming together is a beginning; keeping together is progress; working together is success.” Henry Ford

The SCEIS Service Desk welcomes the opportunity to answer any questions you might have regarding the shared services transition. Please feel free to contact Mr. James (Jim) Mills, SCEIS Service Desk Project Manager, by email at jmills@cio.sc.gov or by phone at 803-896-1669.